

ATTORNEY DOCKET NO.  
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PATENT APPLICATION  
SERIAL NO. 09/682,280

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

RECEIVED

OCT 18 2004

Technology Center 2100

Group Art Unit: 2155

Examiner: Thu Ha T. Nguyen

In re application of: Brownhill et al.

Serial Number: 09/682,280

Filed: August 13, 2001

For: SERVICE PORTAL ENABLED  
AUTOMATION CONTROL MODULE  
(ACM)

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Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

CERTIFICATE OF MAILING

I hereby certify that the original paper identified herein  
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on: \_\_\_\_\_

10/8/04

*Bradley D. Ellis*

Bradley D. Ellis

RESPONSE

Dear Sir:

In response to the Office Action dated June 4, 2004 ("Office Action"), Applicants  
respond as follows:

10/13/2004 FFANAI2 00000031 500605 09682280

01 FC:1252 430.00 DA